



Where ideas connect

Utah Smart Site Business Profile Emery Telcom

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Website:

www.etv.net

NAICS Code(s):

519190 Telephone-based recorded
information services
541910 Market research and public opinion
polling
518210 Data processing and hosting
518111 Internet service providers
517110 Wired telecommunications carriers
517212 Wireless telecommunications
541430 Graphic design services
541511 Custom computer programming

Company Established:

1953

Gross Revenues:

\$1,000,000- \$2,500,000

Employees:

50-100

Awards and Recognitions:

Smart Utah for Outstanding Leadership in
the promotion of Electronic Communities
in the state of Utah
Utah State Outstanding Rural Business
Award.

Key Employee Certifications:

FCC License
Nortel Certification
Comdial DX80 (PBX Key systems)

Company Overview: Emery Telcom has been providing state-of-the-art telecommunications services in south-eastern Utah for more than 50 years. Emery Telcom is the holding company for Carbon/Emery Telcom, Hanksville Telcom and the cooperative Emery Telcom. Together they provide telecommunications service to more than 17,500 residences and businesses in Carbon, Emery, Grand and Wayne counties. Long distance, high speed Internet, and other business services are offered through its subsidiaries. Offices are located in Orangeville, Utah and Price, Utah.

We are also proud of our 24-hour call center, which has been providing after-hour customer service across the continental United States since 1995. At Emery Telcom Call Center our customer service professionals received extensive training to ensure that we meet and exceed the quality of service that your customers demand. We share a personal commitment to serving you and your customers. Through our call center we offer live answering, personalized greetings, customized service, consumer surveys, order processing, paging services, and alarm-monitoring services. Try us out and see how Emery Telcom Call Center can add value and provide customer service solutions for your company.

Primary Products:

24 Hour Call Center
Local Telephone Service
Long Distance
DSL High Speed Internet
Television Advertising Services
Web Hosting

Business Relationships

Skyline Drive Technology, LLC

Key Management and Technical Staff:

Chief Executive Officer: Gregory Killpack
Chief Financial Officer: Ajay Tipnis
Network Manager: Doug Pace
Operations Manager: Jeff Ewell
External Relations Manager: Larry Salazar
Network Services Manager: Gary Harrison
Cynthia Nielson: Call Center Manager

Federal and State Registers:

Central Contractor Registration

Seimens Certification
MCSA Certification
Microsoft Applications Instructor
Lucent DDM 2000 OC3 Optical Mux
Lucent DDM 2000 OC12 Optical Mux
Lucent WaveStar 2.5G Optical Mux
Fujitsu Flashwave 4500 Optical Mux
AirSpan AS400
Cisco Router Configuration
Harris Farinon 2 Gig and 11 Gig Digital Microwave
NEC 6 Gig Digital Microwave
Next Level Communications DSL
Alcatel DMX-3003N Digital Multitplex
CPR Instructor
EMT
Fiber Splicing Certification
Pole Climbing Certification
Special Service P1 Certification, CDL

Technology Infrastructure:

Operating Systems

Linux
Solaris
UNIX
Windows NT
other: AS400-DSD-Sun-Active Directory

Central Office Switching

Emery Telcom operates a Siemens EWSD switching platform in Emery County and a Nortel DMS 100/200 in Carbon County.

Fiber Network

Lucent

Digital Subscriber Line - DSL

Next Level Corporation and Net to Net Technologies

IP Routing

Cisco

ATM Switching

Marconi

Fiber Optic Cable Facilities

Emery Telcom owns and operates a major fiber optic network in the Carbon, Emery and Grand County areas of Utah. This network is a SONET-based ring operating at OC3, OC12, and OC48 speeds. Currently, the network spans nearly 200 miles. Fiber connectivity is currently available in Price, Helper, East Carbon, Elmo, Cleveland, Huntington, Castle Dale, Orangeville, Ferron, Clawson, Emery, Green River and Crescent Junction.

Rural Utilities Service
Rural Telephone Bank

Competencies and Experience:

Website design	Concrete Designs Dugmore Appliance High Desert Excavating San Rafael Evergreens SLG Enterprises S. L. Sorensen Many others
Help desk support/CRM	Utah Department of Workforce Services Bureau of Land Management Rural Telcom Cooperative Prairie Grove Telephone Cooperative Bloomingdale Communications Monon Telephone Cen-Satt Inc Swayzee Telephone Broadband Satellite Communications Heartland Satellite Horry Telephone East Buchanan Telephone UBTA Satellite TV Illinois Rural Telecommunications Co. Many others
Computer graphics, animation and illustration	Carbon Credit Union High Country Auto JB’s Restaurant Kolob Regional Care Mt. View Motors Southern Utah University Emery Telcom
Telecommunications technologies	Carbon Transport Dinosaur Tire Emery County Emery County School District Emery County Sheriff Department Energy West Genwal Resources Intermountain Electric Jone Pappas White Law Office Peczuh Printing Texaco Utah Power & Light Credit Union West Winds Rodeway Inn
Multimedia and digital technologies	Alan Frank & Associates Big O Tires Boulevard Home Furnishing

Digital Microwave

Emery operates a modern Digital Microwave network that provides redundancy for its fiber network. This network operates at a variety of speeds including DS3. The Digital Microwave network is also used as a medium to interconnect with other telecommunications providers such as Qwest, Citizen's Communications and Uintah Basin Telephone Association. Major Microwave sites are located at Price, Castle Dale, Cedar Mountain, Horn Mountain, Bruin Peak, Ford Ridge, and Cleveland.

Digital Subscriber Line

Emery provides DSL service availability to more than 70% of the access line locations in its service territory. This enables delivery of high bandwidth using industry standard protocols - ADSL service using G. Lite protocol. DSL services are typically available to customers within 18,000 feet of a Central Office equipped with the technology. Currently, the following Central Offices are equipped: Price, Helper, Cleveland/Elmo, Huntington, Castle Dale, Orangeville, Ferron/Clawson, Emery and Green River.

Dedicated Data Services

Emery offers a full suite of Data Services throughout its service territory. This includes high-speed services such as DS3 or OC3. All high-speed services are available at a variety of speeds and configurations to match the needs of customers.

Frame Relay

Through a Network to Network Interface agreement with Qwest, Emery offers Frame Relay connectivity between its communications network and Qwest's service territory. This allows customers to have multiple data locations throughout Utah or even the rest of the country and tie the locations together using Frame Relay.

ISDN

Both PRI and BRI services are available throughout most of our service territory. Many of our customers have used ISDN as a means to deliver VPN services using our Internet backbone.

Dedicated Internet Services or VPN's

Emery Telcom owns and operates the largest Internet backbone in the southeastern region of Utah. Through this system, dedicated Internet and IP based services are offered in a variety of configurations including Virtual Private Networks (VPN's).

Data warehousing and storage; web hosting

Billing Service

Burger King
Cable Time
Cal-Ranch
Carbon Credit Union
High Country Auto
JB’s Restaurant
Jenkins Oil Company
Kolob Regional Care
Larry H Miller Advertising
McDonalds
Many Others

Kiddie Shots
Carbon Emery Jobs
Castle Country OHV Assn.
Carbon Emery Motorcycle Racing Assn.
Desert Thunder Raceway
E. Finley
Green Well Inn
Uintah Mountain Copper Company
Wart Doctor
Heritage Preservation Resources
Winn’s Wild West
Jade Springs
Jan Curtis
Western Mining Railroad Museum
Jewkes Farm
Eastern Utah’s
Heritage Radio Stations
17th Annual San Rafael
Swell Mountain Bike Festival
Lexico Books
Magnuson Livestock
Mine Safety Associates
Mountain View Motors
Many others

Emery Telcom Long Distance
Emery Telcom Internet
Illuminet

Emery Telcom is a Utah Smart Site Enterprise. The Utah Smart Site Program is an initiative of the Utah Division of Business and Economic Development to encourage the creation of technology-based employment in small communities. For information, contact Les Prall at (801) 538-8804 or lprall@utah.gov.

